

Office of General Counsel

CLIENT SERVICE CHARTER

WESTERN SYDNEY
UNIVERSITY



SERVICE DESCRIPTION	WHAT CLIENTS CAN EXPECT FROM US	HOW THIS IS MEASURED	WHAT WE EXPECT FROM CLIENTS	SERVICE OUTCOMES
<ul style="list-style-type: none"> • Provide reliable and practical legal advice • Partner with our clients to deliver full and fulsome legal services • Draft or review documents • Act as advocate in disputes or litigation • Approachable and collaborative business partner 	<ul style="list-style-type: none"> • No charge for in-house legal services, subject to several exceptions • All new matters are triaged and allocated to a lawyer quickly and efficiently • We will do our best to accommodate your deadline but we may need to negotiate this with you, depending on team workload and critical nature of the work • If we need to engage an external lawyer and charge those costs to you, we will discuss this with you first • If your request involves a dispute or litigation, we will give you information about the need for confidentiality (including legal professional privilege) • Legal advice is independent appropriately commercial and takes into account the University's corporate interests and risk appetite • Legal advice is in plain English, practical and, where appropriate, will include a risk/benefits analysis and options • Documents we draft will be user-friendly • If appropriate, we can help with negotiations with third parties • We take our professional and ethical obligations as lawyers seriously 	<ul style="list-style-type: none"> • We send you an acknowledgement of your request within 2 business days (or earlier if urgent) and tell you which lawyer is handling it • One of our specialist lawyers will contact you within 2-5 business days (or sooner if urgent) to discuss your request, including deadlines • You are told as early as possible if we need to engage an external lawyer, what the potential costs are and who pays for them. We consult with you on these costs and expenses • We send you agreed advice or documents by the agreed deadline • You understand our advice and understand any risks or other issues we draw to your attention • Our documents are in a user-friendly format and in plain English • Our documents reflect the University's corporate interests and expectations (including risk appetite) • If your request involves a dispute or litigation, you understand the need for confidentiality in communications between you and us and potential risks 	<ul style="list-style-type: none"> • Engage OGC in the initial stages and provide complete and fulsome instructions on the legal advice required • You submit your request through the Request for Legal Services Form at westernsydney.edu.au/ogc, and not to an individual lawyer in OGC. This allows us to record and allocate your matter to a lawyer promptly • You obtain clearance from your Dean or Head of Unit (Level 10 or higher) to instruct us and attach this to your Request for Legal Services Form • You give us accurate and up to date information and documents • You have a clear understanding of the University's interests and expectations including any contractual "deal breakers" • You seek input/feedback from other University stakeholders (if any) • If urgent, you tell us your preferred deadline and why it is urgent • You comply with all University policies and processes (eg, Procurement Policy, Commercial Activities Guidelines) • You obtain all clearances and approvals from the authorised delegate • If the matter involves a dispute or litigation, you treat all communications between you and us as confidential, and only share with others within the University on a strictly "need to know" basis (ask us first if unsure) • You manage your own deadlines to accommodate the 10 business day time frame that OGC requires to provide comprehensive and appropriate services. 	<ul style="list-style-type: none"> • Legal documents (such as contracts) are drafted to accurately reflect the University's negotiated outcomes. • All necessary approvals and other clearances are obtained by you to proceed to execution of your agreement, if appropriate • The correct authorised delegate signs or approves the document. • Legal advice is independent, accurate, clearly explained and, where appropriate, contains practical and/or commercially sensible recommendations that reflect the University's best interests • Confidential communications are kept confidential • Legal advice input is sought and provided early in a project or negotiation • OGC lawyer has provided clear and collaborative guidance to the client • Valuable relationships are built with the across the University

OUR VALUES

Trust: we are reliable

Approachable: friendly and easy to talk to

Partnering: we are here to work with you - we're your partner, not a blocker

Early Engagement/Collaboration: encourage clients to engage or collaborate as early as possible

Connectedness: willing to connect and provide an open communication to clients

Calibration: provide accurate advice to minimise uncertainty

Practical: provide a realistic advice

NEED MORE INFORMATION ABOUT OGC AND OUR SERVICES?

Please visit westernsydney.edu.au/ogc or contact us on +61 2 9685 9895 or email legal@westernsydney.edu.au